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INTERNATIONAL BOUNDARY AND WATER COMMISSION  
UNITED STATES AND MEXICO  
United States Section

HEADQUARTERS  
DIRECTIVE

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TO: Supervisor in Charge: San Ysidro, Yuma, Hatch, Las Cruces, American Dam, Fort Hancock, Presidio, Amistad Dam (2), Eagle Pass, Laredo, Falcon Dam (2), Mercedes (3), General Services Branch (3), C&R Section

SUBJECT: Reporting Quality and Quantity Discrepancies in Supplies

CONTROL: General Services Branch (Mason) (915) 541-7318 FTS 572-7318

With some frequency, we receive supplies from GSA which are not what we ordered, either in the quantity, or the quality. This has been a problem for many years, and probably will continue to be a problem.

Unless we bring the problems to the attention of the General Services Administration, we cannot hope to correct the problems. The attached handbook was issued by GSA in October 1983. We received a copy on May 19, 1986.

This handbook provides detailed instructions for reporting quality and quantity discrepancies to GSA. It also provides information regarding the locations to which the reports should be sent.

This handbook and its contents should be brought to the attention of each supervisor under your jurisdiction. You may wish to designate one person in your organization to work with discrepancy reports, but each supervisor has to know what information is needed to report, and hopefully correct, deficiencies. If, after the procedures described have been followed, there is no improvement, the matter should be brought to the attention of the General Services Branch so that further contacts can be made with the General Services Administration in an effort to resolve the problem(s).